WHAT IS CLAIMED IS:

1.   A method for processing information comprising:

extracting information relating to a telephone caller;

deciding a background color of a window based on a response

5   method specified by a staff in charge, as a target for responding to the

caller, corresponding to the caller; and

displaying the information relating to the caller in a window with

the background color decided.

10   2.   The method according to claim 1, further comprising:

extracting information relating to the staff in charge, wherein

the displaying includes displaying the information relating to the

staff in charge in the window.

15   3.   The method according to claim 1, further comprising:

extracting information relating to a meeting between the caller

and the staff in charge, wherein

the displaying includes displaying the information relating to the

meeting in charge in the window.

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4.   The method according to claim 1, wherein if the response

method is to deliver of a message from the staff in charge to the caller,

the displaying includes displaying contents of the message in the

window.

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5.   The method according to claim 1, further comprising, if the
response method is to deliver of a message from the staff in charge to
the caller, notifying, to the staff in charge by an electronic mail, whether
the message is delivered to the caller.

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6.   The method according to claim 1, further comprising, if the
response method has not been specified and there is a future meeting
plan between the staff in charge and the caller, notifying the staff in
charge of a change in date or location of the meeting by an electronic

10   mail.

7.   A computer program making a computer execute:
        extracting information relating to a telephone caller;
        deciding a background color of a window based on a response

15   method specified by a staff in charge, as a target for responding to the
caller, corresponding to the caller; and
        displaying the information relating to the caller in a window with
the background color decided.

20   8.   An apparatus for processing information comprising:
        a caller information extracting unit that extracts information
relating to a telephone caller;
        a background color deciding unit that decides a background
color of a window based on a response method specified by a staff in

25   charge, as a target for responding to the caller, corresponding to the

caller; and

a display unit that displays the information relating to the caller
in a window with the background color decided.